



CITY OF MADISON POLICE DEPARTMENT  
STANDARD OPERATING PROCEDURE



Civilian Hiring Process

Eff. Date 06/08/2018

## Purpose

The City of Madison Police Department utilizes a standardized hiring process in order to ensure compliance with all federal and state laws, as well as City of Madison General Ordinances and relevant collective bargaining agreements.

## Procedure

The following outlines the procedures MPD will follow when making civilian hires.

1. When a Captain/Manager is notified of a civilian retirement or resignation and would like to hire to fill that opening, they should:
  - a. Contact the Finance Manager for information regarding salary savings.
  - b. Contact the Assistant Chief of Support and Community Outreach with request for authorization to hire.
  - c. Contact the Department's Civil Rights Coordinator (Lieutenant of Personnel) to assure compliance with the Department's Equitable Workforce Plan and RESJI process.
2. The Assistant Chief of Support and Community Outreach determines when to submit the "Request to Fill Vacancy."
3. If approved, the Captain/Manager completes the:
  - a. "Request to Fill Vacancy" form – Detailed information used in filling out this form can be obtained from the MPD Payroll Clerk.
  - b. Position Description – A new Position Description document must be completed each time, even if previously done for a position. A prior Position Description document can be used in updating for a new hire.
  - c. Once these are completed they should be forwarded to the MPD Payroll Clerk with an email request to enter the forms into the NEOGOV system. This email should also include the name of the Hiring Manager, who is the person coordinating the hire and the Department's Civil Rights Coordinator (Lieutenant of Personnel).
4. The Hiring Manager will receive a notification from City Human resources identifying the City Human Resources contact for the hiring process. The Hiring Manager should contact the Lieutenant of Personnel (as the Department's Civil Rights Coordinator) to assure compliance with the Department's Equitable Workforce (Affirmative Action) Plan.
5. The Captain/Manager or the Hiring Manager will contact the City Human Resources contact to finalize the following information:
  - a. Whether the process will be open/competitive or restrictive. Generally the decision will be based on the skill set needed for the position, the anticipated candidate pool, and any requirements related to the current employee handbook. City Human Resources has the final say on the process.
  - b. How the position will be advertised – If there is a financial cost for the advertising plan, approval for the expenditure must be obtained from the Finance Manager prior to moving forward.
  - c. Dates of opening and closing for receipt of applications.
  - d. Date and type of examination – The Hiring Manager should review any City examinations to determine the appropriateness of the questions in relation to the position.

- e. The Hiring Manager will be contacted by the City Department of Civil Rights if the position is underrepresented. This will then be discussed and taken into consideration during the hiring process.
6. City Human Resources posts the job announcement on the City of Madison website. City Human Resources does not accept paper applications and all applications must be completed online.
7. After the application period closes, minimally qualified candidates will move to the testing phase, which is conducted by City Human Resources. A list of referred candidates will be made available through the NEOGOV system. Every referred candidate must be offered an interview.
8. The Hiring Manager develops an interview panel with approval of the Captain/Manager.
  - a. The interview panel must be balanced and diverse (gender, race, and commissioned/non-commissioned) and usually has at least three people on it.
  - b. The names of the panel members should be kept confidential until the candidates appear for the interview. The Hiring Manager should remind the panel members the names of the people that appear before them are confidential and should not be discussed until after the process.
  - c. A list of job-related interview questions should be established along with benchmarks for scoring candidate responses.
  - d. All panel members should interview each candidate. However, if a panel member feels they cannot provide an impartial evaluation of a candidate due to a personal relationship with the individual, they should recuse themselves from that particular interview and any panel discussion of this candidate at the conclusion of the interview process. It is best to avoid any perception of impropriety in the selection process.
9. The interview panel ranks the top candidates for the position based on their responses to the interview questions and established benchmarks.
10. The Hiring Manager meets with the Captain/Manager to determine the number of backgrounds to be completed and whether there will be second interviews.
11. Background checks should be performed on those candidates who are to be considered for a final interview with the Captain/Manager. The Captain/Manager shall review the background check to determine if a candidate will be given a second interview.
12. The second interview may be less formal, and consist of the Captain/Manager and at least one other person. This less structured interview is a final check for alignment with MPD Mission, Values and Goals.
13. The Hiring Manager and Captain/Manager determine the recommendation for hire.
14. The Captain/Manager provides the recommendation to the Assistant Chief of Support and Community Outreach, who shares the recommendation with the Chief of Police. The Chief of Police then determines whether to approve the hire.
15. Upon approval, the Hiring Manager contacts the prospective hire with the official job offer.
  - a. The job offer must include the proposed start date, which should coincide with the first day of a pay period.
  - b. Any potential start date which is after November 1 must be discussed with the Finance Manager prior to making the job offer.
16. Once the candidate accepts the job offer, the Hiring Manager:
  - a. Completes the hiring personnel action form in the NEOGOV system.
  - b. Contacts City Human Resources to schedule the City Orientation training.
  - c. Contacts the MPD Personnel Lieutenant to schedule the MPD Orientation training.

- d. Completes the New Employee Setup Information form on the intranet. It is preferred that this form be completed at least two weeks before the new employee starts. Information from this form is routed by the Chief's Office to set up the employee's payroll, TeleStaff, email account, seniority information, IBM, and add the employee to the internal phone list. This form is then placed in the employee's personnel file.
17. The Hiring Manager mails (not email) rejection letters to candidates not selected. Refer to and utilize the Civilian Hiring Process Orientation Checklist. When appropriate, the Civil Rights Coordinator should be consulted to assure compliance with the Department's Equitable Workforce Plan.
18. When a vacancy occurs at a Manager level, the Assistant Chief of Support and Community Outreach is the ultimate hiring authority and will follow the above steps as would a Captain/Manager.

Original SOP: 07/25/2012

(Revised: 03/26/2015, 04/08/2015, 03/04/2016, 01/13/2017, 12/21/2017, 06/08/2018)



## CIVILIAN HIRING PROCESS ORIENTATION CHECKLIST

### MPD CIVILIAN ORIENTATION PROCESS (FULL/PART-TIME EMPLOYEES)

1. As soon as practical, the employee will have an opportunity to meet the Chief of Police and Assistant Chiefs.
2. On the first Monday the new hire works they will attend the **City of Madison Orientation Process training**, which is conducted by **City Human Resources**. The orientation session generally runs 12:30a-4:00p. The orientation session will include information on the following topics:
  - Federal Withholding Allowance Certificate (W-4)
  - Wisconsin Withholding Certificate (WT-4A)
  - Federal Employee Eligibility Verification Form (I-9)
  - Employee Self-Identification Form
  - Declaration of Disability Memo and Form
  - Rules of Conduct (APM 2-33)
  - Prohibited Harassment and/or Discrimination Policy (APM 3-5)
  - Workplace Violence Prevention and Response Policy (APM 2-25)
  - Prohibition of Weapons (APM 2-46)
  - EAP brochure
  - Drug-Free Workplace Notice
  - Code of Ethics simplified
  - Benefits and employment information
  - Emergency Notification Form
  - Pay Calendar
  - Direct Deposit Information/Authorization Agreement
  - Bus pass benefit information
  - Credit Union brochure
  - Insurance and optional benefits (Health, Dental, Life, Disability, ETF, Deferred Compensation, Flex Spending)
3. **Madison Police Department Orientation Meeting** - This will take place as soon as practical and be organized by the **Lieutenant of Personnel**. At this meeting the following will occur:
  - An e-mail will be provided with documents and/or links to the information identified in the MPD Civilian Orientation Checklist. Pertinent information (i.e., Code of Conduct, Standard Operating Procedures and Mayoral APM's) will be referenced and employees will be shown how to locate these documents electronically. This information will be referenced through the City's and Department's websites.
  - There will be sufficient time for questions from the employee.
  - A MPD Civilian Orientation Checklist will be completed and signed.
  - The Civilian Orientation Checklist will be placed in their Employee File.
4. The employee's supervisor will arrange a tour of MPD District Stations and the MPD Training Center and the employee will be encouraged to go on a ride-along which will be authorized on work time.
5. The employee will be offered an opportunity to attend MPD's Community Academy voluntarily; although participation is only approved if the employee attends on their own time.
6. The employee will undergo specific job duty training organized by their supervisor, which will include a procedural manual for their position, if available.

**MPD CIVILIAN ORIENTATION CHECKLIST (FULL/PART-TIME EMPLOYEES)**

Employee Name: \_\_\_\_\_

Section: \_\_\_\_\_

**MPD ORIENTATION INFORMATION**

An electronic document or link to the following information was provided:

- MPD Mission Statement and Core Values and Leadership Expectations
- MPD Code of Conduct, SOP's and APM's
- MPD Organizational Description
- MPD Organizational Chart
- MPD Photographs of Commanders, Civilian Managers
- MPD Emergency Notification Form (to be completed and forwarded to the OIC)
- Family Leave Procedure
- Employee Handbook
- Workers Compensation Information Sheet

In addition, the following opportunities were discussed:

- Employee has been offered an opportunity to tour MPD District Stations and Training Center
- Employee has been offered an opportunity to attend MPD's Community Academy

**ORIENTATION CHECKLIST STATEMENT**

I certify that all the items on this list were received, reviewed, and discussed with me during the orientation session given by my employing department/division within the City of Madison or by City of Madison Human Resources staff. I further acknowledge I was afforded the opportunity to ask questions about these items. (Please sign and date below.)

\_\_\_\_\_  
EMPLOYEE SIGNATURE\_\_\_\_\_  
DATE

**MPD CIVILIAN ORIENTATION PROCESS (HOURLY EMPLOYEES)**

1. As soon as practical, the employee will have an opportunity to meet the Chief of Police and Assistant Chiefs.
2. If the employee is hourly, the Madison Police Department, Lieutenant of Personnel, is responsible for conducting an orientation in lieu of City Human Resources. The following topics must be addressed timely:
  - Welcome Letter (Mayor)
  - Federal Withholding Allowance Certificate (W-4)
  - Wisconsin Withholding Certificate (WT-4A)
  - Federal Employee Eligibility Verification Form (I-9)/Instructions
  - Employee Self-Identification Form
  - Emergency Contact information
  - Declaration of Disability Memo, Form and Envelope
  - Direct Deposit Information/Authorization Agreement
  - Credit Union – Contact City HR for brochure
  - Employee Assistance Program– Contact City HR for brochure
  - Benefits and employment information
  - Affordable Care Act
  - Workers' Compensation Information Sheet
  - Pay Calendar
  - Drug-Free Workplace Notice
  - Rules of Conduct (APM 2-33)
  - Prohibited Harassment and/or Discrimination Policy (APM 3-5)
    - ✓ Seasonal Employee Acknowledgement Form
    - ✓ Talking Points for Seasonal Employees
  - Workplace Violence Prevention and Response Policy (APM 2-25)
  - Prohibition of Weapons (APM 2-46)
  - Code of Ethics Simplified
  - Mission, Service Philosophy and Vision Statements (City of Madison)
  - Bus Pass Benefit Information
3. In addition, the following will occur:
  - An e-mail will be provided with documents and/or links to the information identified in the MPD Civilian Orientation Checklist. Pertinent information (i.e., Code of Conduct, Standard Operating Procedures and Mayoral APM's) will be referenced and employees will be shown how to locate these documents electronically. This information will be referenced through the City's and Department's websites.
  - There will be sufficient time for questions from the employee.
  - A MPD Civilian Orientation Checklist will be completed and signed.
  - The Civilian Orientation Checklist will be placed in their Employee File.
4. The employee's supervisor will arrange a tour of MPD District Stations and the MPD Training Center and the employee will be encouraged to go on a ride-along which will be authorized on work time.
5. The employee will be offered an opportunity to attend MPD's Citizen Academy voluntarily; although participation is only approved if the employee attends on their own time.
6. The employee will undergo specific job duty training organized by their supervisor, which will include a procedural manual for their position, if available.

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Employee Name: \_\_\_\_\_

Section: \_\_\_\_\_

**CITY HR ORIENTATION INFORMATION**<http://www.cityofmadison.com/employeeenet/policies-procedures/hourly-seasonal-orientation-materials>

The following information was discussed and/or completed:

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EMPLOYEE SIGNATURE

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DATE